On page 12, line 2, after "allocated)" insert --,--.

On page 12, line 7, change "714" to --722--.

On page 12, line 11, change "is" to --are--.

On page 12, line 25, change "822" to --820--.

On page 12, line 27, change "714" to --732--.

On page 14, line 22, change "714" to --732--.

On page 19, line 7, delete "and method".

On page 19, line 8, change "are disclosed. The system comprises" to --includes--.

On page 19, line 9, change "user;" to --user. An--, delete "(100)" and change "for receiving" to --receives--.

On page 19, line 10, change "comprising" to --includes--.

On page 19, line 11, delete "(110), a server (116) to --. The system also includes a server--.

On page 19, line 13, change ",and," to --and--, and delete "104".

On page 19, line 14, delete "(112)".

On page 19, line 15, change "comprises five steps. Those steps are (1)" to --includes--.

On page 19, line 16, change "; (2)" to --and--.

On page 19, line 17, change "comprising" to --including--.

On page 19, line 18, change ", (3)" to --. The method also includes--, and delete ", the" (third occurrence).

On page 19, line 19, delete "input terminal" and delete "; (4)".

On page 19, line 20, change "information;" to --information-- and delete "(5)".

In the Claims

Please amend claims 1, 3-6, 12-16, 18, 20, and 26-30 as follows:

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1. (Amended)   A computer-aided technician dispatch system comprising:

a communications system linking at least one of a plurality of subscribers, a team of technicians, a service representative, and a user;

an input terminal for receiving information coupled to the communications system, [said] the information [comprising] including at least one of

service request information, [from the plurality of subscribers;]

work order information [from the team of technicians;],

technician information [from said team of technicians;], and[,]

quota information of at least one task of a work order;

a server coupled to the input terminal for processing the service request information and for generating a graphical representation of the service request information; and[,]

a display for receiving the graphical representation of the service request information and for presenting [said] the graphical representation to a user;

wherein the quota information includes a skill level associated with the at least one task and an amount of time to complete the at least one task.

3. (Amended) The system of claim 1, wherein said [communication] communications system comprises at least one portable computer.

4. (Amended) The system of claim 1, wherein said [communication] communications system comprises at least one facsimile machine.

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communications system comprises electronic mail.

6. (Amended) The system of claim 1, wherein said [communication] communications system comprises at least one radio.

12. (Amended) The system of claim 1, wherein said server comprises:

a map [generation means] generator;

a service request [processing means] processor; and,

a database.

13. (Amended) The system of claim 12, wherein said server further comprises a work order [processing means] processor.

14. (Amended) The system of claim 12, wherein said server further comprises a technician information [processing means] processor.

15. (Amended) The system of claim 12, wherein said server further comprises an automatic [routing means] router.

16. (Amended) The system of claim 12, wherein said server further comprises a work order [generating means] generator.

18. (Amended) The system of claim [1] 17, wherein said schedule information comprises:

scheduled hours information; and

scheduled areas information.

20. (Amended) A method for computer-aided technician dispatch comprising the following steps:

communicating over a communications [means] system with a

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communicating over a communications [means] <u>system</u> with a plurality of subscribers and a team of technicians;

receiving information, [said] <u>the</u> information [comprising] <u>including</u>:

service request information [from the plurality of subscribers, and],

work order information [from the team of technicians], <u>and</u>

<u>quota information of at least one task of a work order</u>;

entering the information in an input terminal, [said] <u>the</u> input terminal coupled to a server;

processing the information, [said] <u>the</u> processing resulting in a graphical representation of the information; and,

displaying the graphical representation to a user<u>;</u>

<u>wherein the quota information includes a skill level associated with the at least one task and an amount of time determined to complete the at least one task.</u>

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26. (Amended) The [system] <u>method</u> of claim 20, wherein said [communication] <u>communications</u> system comprises a telephone.

27. (Amended) The [system] <u>method</u> of claim 20, wherein said communications system comprises at least one portable computer.

28. (Amended) The [system] <u>method</u> of claim 20, wherein said communication system comprises at least one facsimile machine.

29. (Amended) The [system] <u>method</u> of claim 20, wherein said [communication] <u>communications</u> system comprises electronic mail.

30. (Amended) The [system] <u>method</u> of claim 20, wherein said

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